GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA

UNSTARRED QUESTION NO:4959
ANSWERED ON:10.05.2007
FACILITIES TO PASSENGERS IN RAJDHANI TRAINS
Owaisi Shri Asaduddin

Will the Minister of RAILWAYS be pleased to state:

(a) whether it is a fact that the Railways have launched with great fanfare the Rajdhani Trains promising timely arrival, departure, good passenger amenities and quality of meals;

(b) if so, whether the conditions of these trains at present is not up to the mark in regard to passenger amenities, catering and bogies;

(c) if so, wheher the raiwlays proposed to replace old coaches of Rajdhani Express with modern facilities therein;

(d) if so, the details thereof;

(e) if not, the reasons thereof; and

(f) the steps taken or being taken by the Railways to ensure good facilities to passengers in these trains?

Answer

MINISTER OF THE STATE IN THE MINISTRY OF RAILWAYS (SHRI R. VELU)

(a): Yes, Sir. To provide quick connectivity of state capitals with the union capital of India, Rajdhani group of trains have been introduced.

(b) to (e): No, Sir. Catering services and other on-board services are provided in Rajdhani Express trains through Indian Railways Catering and Tourism Corporation (IRCTC), which has been formed as an extended arm of Indian Railways to upgrade and professionalise these services at stations and in trains. IRCTC is adopting standard practices of the catering business to render quality and hygienic catering services on board to such trains.

Condition of coaches of Rajdhani trains is satisfactory. However, considering the segment of passengers patronising these trains, Railways are gradualy replacing the coaches of Rajdhani Express trains with modern stainless steel coaches built to technology acquired from Germany. These coaches have superior ride quality, better ambience and more sophisticated micro processor based air conditioning and will thuse provide greater comfort during travel. Presently, New Delhi-Mumbai Rajdhani, Nizamuddin-Mumbai August Kranti Rajdhani, New Delhi-Howrah Rajdhani and New Delhi-Sealdah Rajdhani trains are running with these superior new coaches. More Rajdhani trains will be progressively switched over to these coaches. The coaches of Rajdhani trains are being maintained to the required standard by Electrical Department. It is ensured that all electrical equipments which include air conditioned unit, light, fans, pantry equipments etc. are in good condition.

(f): Good service providers in the field of catering and bed roll services are being engaged for these trains. Branded ingredients and other constituent items are being used in catering and bed roll services. IRCTC and Indian Raiwlays are conducting frequent inspections and surprise checks through their officials to ensure quality services to the passengers.